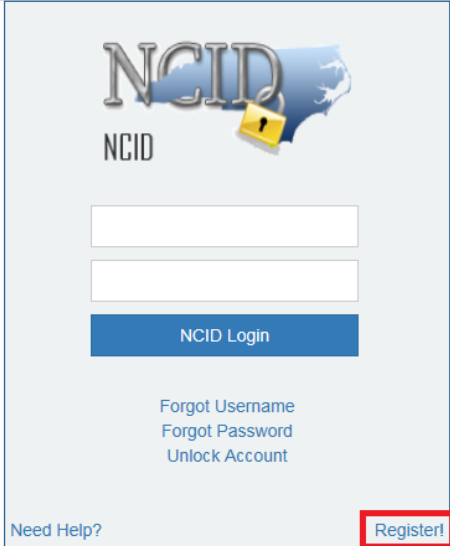


## Steps for Creating a NCID for US Companies

**Step 1.** Go to the NCID website: <https://ncid.nc.gov>

**Step 2.** Click “Register”.



The image shows the NCID website's login and registration interface. At the top, there is a logo with the text "NCID" and a graphic of a map of North Carolina with a padlock. Below the logo are two input fields for username and password, followed by a blue button labeled "NCID Login". Underneath the login button are three links: "Forgot Username", "Forgot Password", and "Unlock Account". At the bottom left is a link "Need Help?" and at the bottom right is a blue button labeled "Register" which is highlighted with a red rectangle.

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**Step 3.** Select “Individual” Account.



**North Carolina Identity Management**



### **New User Registration**

Please indicate your user type from one of the following categories:

- |                                  |   |
|----------------------------------|---|
| <b>Individual</b>                | Request access to the State of North Carolina services as an individual or citizen.                 |
| <b>Business</b>                  | Request access to the State of North Carolina services on the behalf of a business.                 |
| <b>State Employee</b>            | Currently employed or assigned to work for an agency within the State of North Carolina government. |
| <b>Local Government Employee</b> | Currently employed or assigned to work for a North Carolina county or municipality.                 |

This system is the property of the State of North Carolina and is for authorized use only. Unauthorized access is a violation of federal and state law. All software, data transactions, and electronic communications are subject to monitoring.

North Carolina  
[www.nc.gov](http://www.nc.gov)

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**Step 4.** Input all requested information, including NCID username, name, email, and password. Check “I’m not a robot” and click “Continue” when finished.

## New User Registration

Self Service Password Reset

To create your account, NCID will email you a code. You will need this code once you complete the form below and click the “Continue” button.

**Requested UserID\***

**Prefix (Optional)**

**First Name\***

**Middle Initial (Optional)**

**Last Name\***

**Suffix (Optional)**

**Email Address\***


**Confirm Email Address\***

**Mobile Number (Optional)**

**New Password\***

- Password is case sensitive.
- Must be at least 8 characters long.
- Must not include part of your name or user name.
- Must not include a common word or commonly used sequence of characters.
- Can be changed no more often than once every 3 days.
- Must have at least 4 types of the following characters:
  - Uppercase (A-Z)
  - Lowercase (a-z)
  - Number (0-9)
  - Symbol (!, #, \$, etc.)
  - Other language characters not listed above
- New password may not have been used previously.

☐ I'm not a robot

  
reCAPTCHA  
Privacy - Terms

Continue

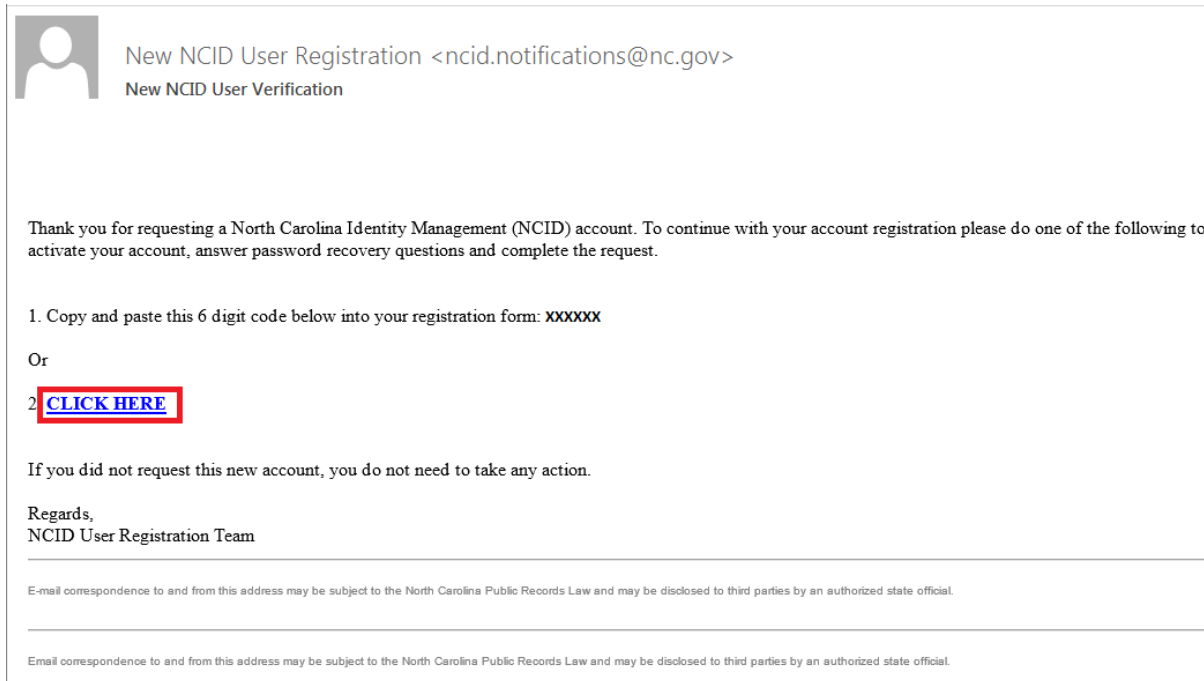
Cancel

**Step 5.** Watch for an email with the subject “New NCID User Registration” from [ncid.notifications@nc.gov](mailto:ncid.notifications@nc.gov).

*Note: This email may be directed to a junk folder or clutter inbox.*

**Step 6.** This email will contain two options to confirm your email account:

1. Enter the 6 digit code in the prompt on your web browser, OR
2. Click on the link provided in the email



**Step 7.** If you are going to use the code provided in the email to verify your email account, enter the 6 digit code into the “Code” box and click “Check Code”.

A screenshot of a web form titled "Unlock Account / Forgot Password" with the subtitle "Self Service Password Reset". The form has a light gray background and a blue border. It contains the text: "To verify your identity, a message has been sent to you. Please enter, in the box below, the six-digit code that has been sent to you." Below this is a label "Code" and a large text input box. At the bottom of the form are three buttons: "Check Code" (highlighted with a red box), "Go Back", and "Cancel".

**Step 8.** After your NCID account is created, a confirmation screen will appear stating the NCID account has been successfully created. Click “Continue” to proceed to the next step.


**Success**  
Self Service Password Reset

Your new NCID account has been created. Please click on the continue button to complete the security questions and answers to activate your account. You will be redirected to the NCID login page (<https://ncidp.nc.gov/IDM>).

1. You will need to login with your new NCID account name and password
2. Select 5 different security questions and answers
3. Click on the “Save Answers” button to save your security questions and answers
4. You will be able to review the questions selected. You can change them or select “No Change”
5. At this point your account is active and you are logged out of NCID.

Continue

**Step 9.** You will receive another email with the subject “Welcome” from [ncid.notifications@nc.gov](mailto:ncid.notifications@nc.gov). The email covers the next steps in activating your NCID account, which is covered in the next steps.

 New User Registration <[ncid.notifications@nc.gov](mailto:ncid.notifications@nc.gov)>  
Welcome

Thank you for registering your account,

To complete the registration process and use your NCID account you will need to select and answer security questions. Please login with your new account name and password at <https://ncidp.nc.gov/IDM>

1. You will need to login with your new account name and password at <https://ncidp.nc.gov/IDM>
2. Select 5 different security questions and answers
3. Click on the “Save Answers” button to save your security questions and answers
4. You will be able to review your selected questions and updated them if needed. Select “No Change” to continue.
5. You will be logged out of NCID

At this point your account will be activated.

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E-mail correspondence to and from this address may be subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized state official.

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Email correspondence to and from this address may be subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized state official.

**Step 10.** Set up security questions for the NCID account, in case the password is lost or forgotten, and needs to be reset. Click on “Save Answers” once all of the security questions have been answered.

*Note: None of the security question answers can be the same.*

*Note: If there are any issues with your security question answers, the specific issue will be displayed above the first question.*

## Setup Security Questions

Self Service Password Reset

If you forget your password or lock your account, you can access your account by answering your security questions.

Please choose your questions and answers that can be used to verify your identity in case you forget your password or lock your account. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

Your answers meet the requirements. Click Save Answers when ready.

In which city was your mother born? ▼

••••••••

What was the name of your first pet? ▼

••••••••••

Which city were you born in? ▼

••

What is the name of the high school you graduated from? ▼

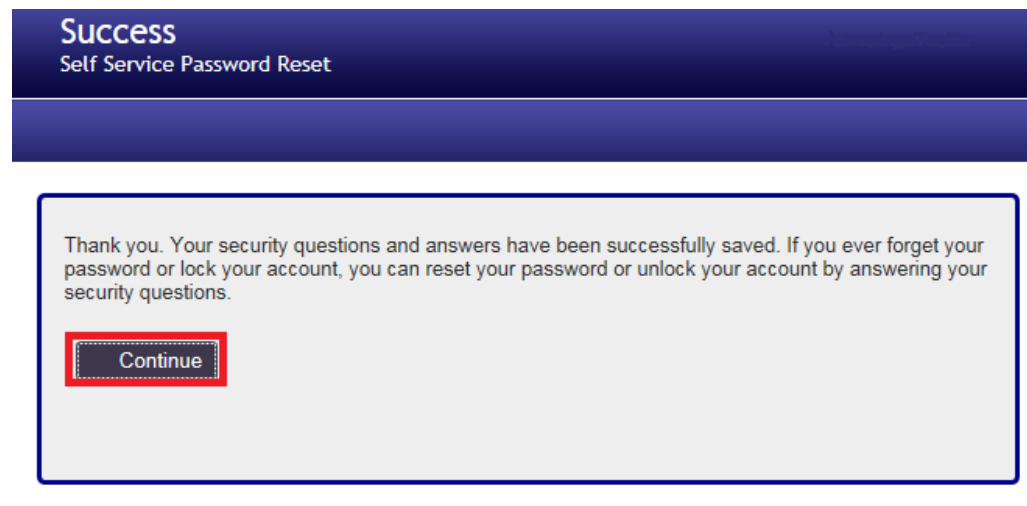
••••••••

What was your childhood nickname? ▼

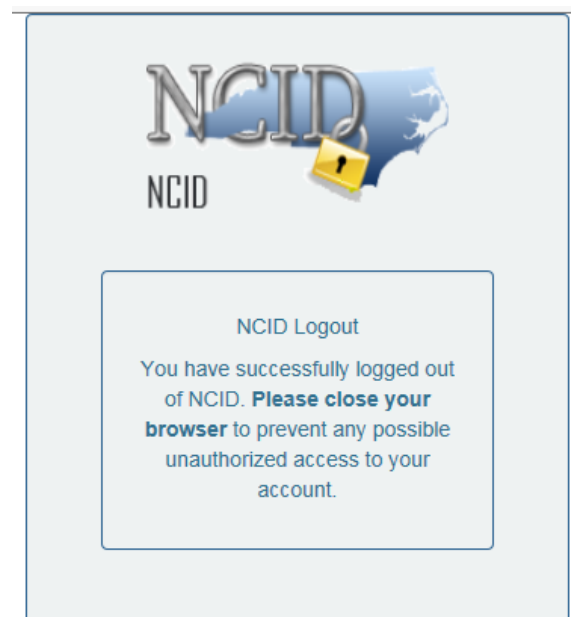
••••

Save Answers

**Step 11.** A confirmation screen will appear stating that your security questions have been successfully saved. Click “Continue” to proceed to the next step.



**Step 12.** This activates the NCID account and logs you out of your NCID account. Please close your browser, and proceed to the next step to register your NCID account.



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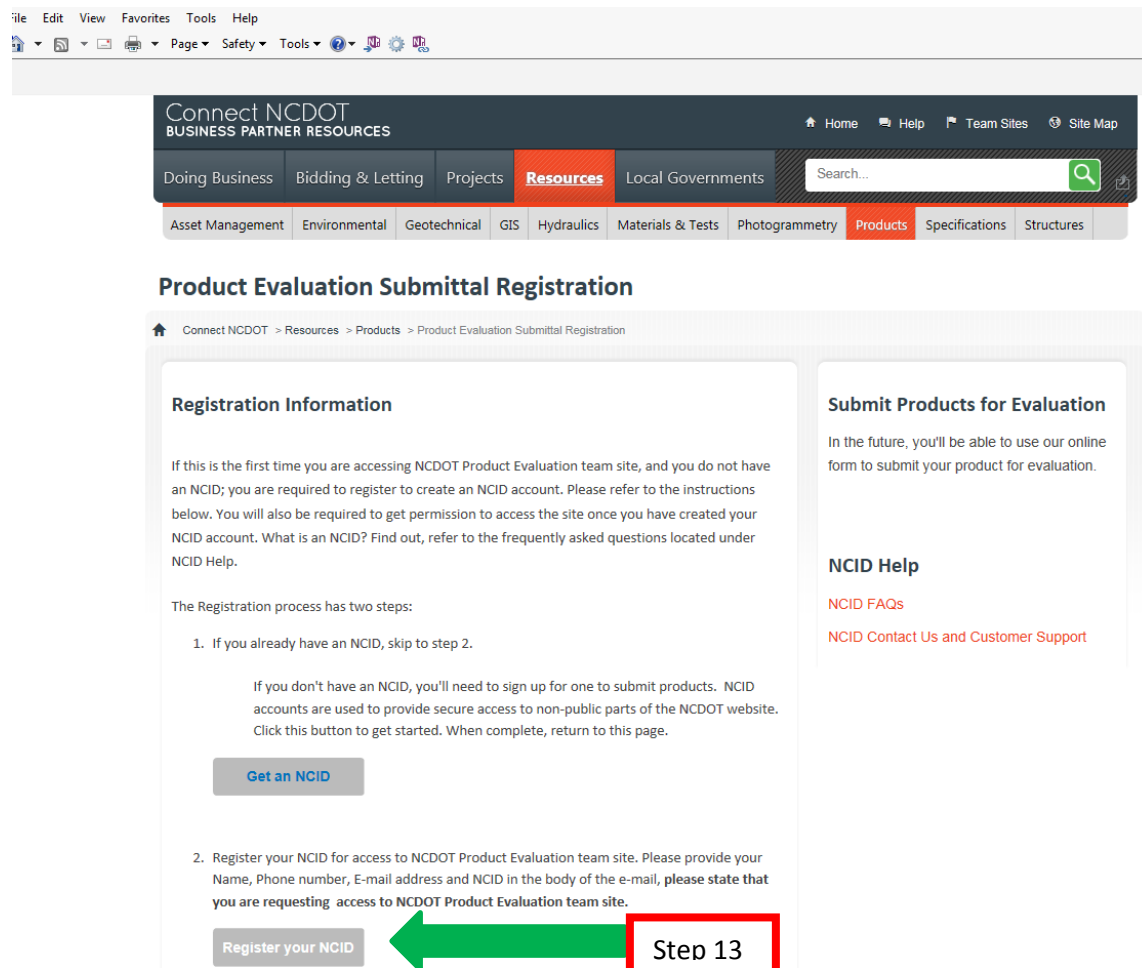


**Step 13.** Click the “Register your NCID” button at

<https://connect.ncdot.gov/resources/Products/Pages/Redirect-to-Register.aspx>

Email the customer service team at the NCDOT Product Evaluation Program

([productevaluation@ncdot.gov](mailto:productevaluation@ncdot.gov)): “I am requesting access to NCDOT Product Evaluation website. My NCID username is \_\_\_\_\_.”



**Step 14.** The customer service team within the Product Evaluation Program will email you when you are granted access to the Product Evaluation website.

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If you were unable to complete any of the above steps, or need further assistance with creating a NCID account, contact the Product Evaluation Team at [productevaluation@ncdot.gov](mailto:productevaluation@ncdot.gov) with the NCID username.